



Program Associate

Full-time | Salary range starts at \$40,000

About VitalTalk:

VitalTalk is a national leader in providing specialized communication trainings to thousands of clinicians and clinician-faculty across the country. We provide clinicians with best-practice communication methodologies and tools, as well as a rich community of support and ongoing development to better serve the needs of seriously ill patients and their families.

VitalTalk was founded in 2012 by four academic doctors with extensive NIH research funding and educational experience. Today we are the leading provider of evidence-based serious illness communication training to U.S. clinicians, supported by nationally recognized funders and a robust earned income revenue stream. Our influence can be felt in academic and tertiary medical centers, integrated health systems, hospitals and community clinics through our post-graduate training for specialists who work with serious illness.

Our culture:

VitalTalk is a small, nimble, innovative nonprofit driven to deliver better programs today than we did yesterday. We have trained over 15,000 clinicians in serious illness communication skills thus far, and are developing a community of clinician faculty who further our mission by training their peers at their healthcare institutions. We believe deeply in the power of our impact, care for our employees' work-life balance, and use our mission and data to drive our progress. We value a diverse and inclusive workplace and welcome applicants from all backgrounds.

The VitalTalk team is headquartered in Seattle, in Pioneer Square, but is currently operating remotely due to COVID-19. It is likely that this option will remain in the foreseeable future. COVID-19 has forced us to pivot quickly to providing online communication skills courses, and we have had great success so far!

Position summary:

We are seeking a full-time Program Associate who will coordinate VitalTalk programs and manage the lifecycle of a course. This includes managing course registration, organizing faculty and actor participants, running virtual course logistics, and completing debriefs and evaluations after the course has ended. Deep attention to detail, a commitment to quality programs, superior customer service, and the ability to be flexible while juggling competing priorities are necessary for this position. We are currently only scheduling virtual courses throughout 2021; however, we anticipate an eventual return to some face-to-face training in the future and would expect the Program Associate to coordinate in-person courses, which would entail travel to course locations throughout the country once to twice per month.

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Here's who we're looking for:

We are always running courses so there are multiple rolling deadlines throughout each month. You're a project management/organization wizard who thrives on keeping track of these moving targets to make sure all the details are in place and on time. You're also prepared to do what it takes to keep the show going when things don't go as planned. And you are able to reflect on what is working well and help identify where and how our processes and procedures can be improved. An affinity and willingness for process improvement is a must!

You would ideally have 1-2 years of experience in project/event management, working with community partners, and customer service (previous virtual learning, startup, or nonprofit experience highly desired). Experience with calendaring is also a plus.

This role is heavily relationship-based. You are the connector between clients, faculty, learners, and virtual learning technology, so you must be able to communicate effectively with a wide variety of people. One of our main priorities is making sure that our community of VitalTalk faculty know how much we appreciate and respect the time and effort they devote to this work. It is a pretty easy part of the job because they are all so great!

We are looking for someone who can hit the ground running and dive into learning about our programs, is comfortable with the fast-paced and often ambiguous nature of our work, and can bring a creative approach to problem-solving to help us innovate along the way.

Specific Qualifications

- 1-2 years' experience in project or event management
- 1-2 years' experience in providing excellent customer service
- Comfortable with multi-tasking, task prioritization, and operating under ambiguity
- Strong organizational skills and attention to detail
- Ability to contribute to continuous improvement projects
- Ability to work in teams and independently, both virtually and in-person
- Ability to communicate professionally with multiple stakeholders such as co-workers, vendors, clients, clinicians, and faculty.
- Familiarity with Zoom, Salesforce, and Trello a bonus

If you were working with us, here are some of the things you would have done in the last two weeks:

- ***Coordinated details for an upcoming virtual course:***
 - Juggled schedules to set a prep session for course facilitators and actors on Zoom

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- Communicated with course participants and VitalTalk faculty and staff regarding final course logistics
- Helped troubleshoot technological difficulties related to virtual course modules or Zoom connectivity issues
- **Finalized a past course**
 - Sent notes of appreciation to thank the course faculty, actors, and participants
 - Coordinated payment for facilitators and actors with our Administrative Associate
 - Pulled evaluation data to send to clients and course directors for each course
 - Confirmed course data in Salesforce
- **Work with the internal VitalTalk team**
 - Debriefed past courses with the programs team by sharing what worked well, what was challenging, and what process improvements we might implement the next time we run a similar course
 - Worked as a team to come up with solutions to a co-worker's challenge with an upcoming course.
 - Responded to incoming general email inquiries

To apply:

VitalTalk is a progressive and innovative equal opportunity employer based in Seattle, Washington. Compensation and benefits will be competitive and reflect not only the current budget and size of the organization, but the expected growth and development. Benefits include employer-paid medical insurance, paid time-off, cell phone reimbursement and 401(k) contribution.

Interested candidates should send a resume and cover letter (addressed to “Head of Talent”) to hire@vitaltalk.org with the subject line “Program Associate – Your Name.” Beyond the usual cover letter lingo, be sure include one example of something you are passionate about that took planning, creative problem solving, and determined execution.

The position will remain posted until filled and interviews will be granted on a first-come basis for qualified applicants.



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VitalTalk provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veteran status, disability unrelated to job requirements, genetic information, military service, or other protected status.